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US:IT CIO Open Forum

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US:IT CIO Open Forum

April 24, 2019

3 - 4 p.m.

NOTES

As of early 2019, which LMS has the LARGEST US Market Share? A poll of Forum attendees indicated Bb as the winner. Actual winner was Canvas, which beat Bb by 2 clients.

Updates

CS 9.2 Upgrade (Tiff Maiuri)

Tiff provided an [update on the CS 9.2 upgrade project](#). She indicated things are still on track for go-live in early June 2019. The project continues to run smoothly with only a few surprises. User Acceptance Testing is now underway with about 200 participants. The Mainstreet Portal upgrade will take place this weekend. Final communications and training materials are currently being developed. Tiff shared the activities completed since the last update, along with an early look at UAT results and upcoming milestones.

David and Tiff both extended kudos to all involved in the project.

Academic Partnerships (David Demers)

David provided a brief recap and a review of the working project timeline. Recent tasks accomplished for USM, UMFK and UMPI programs were shared. David indicated that more programs will be added as early as the second fall session, but possibly not until the next spring term. The team is working through some subterm issues. Testing is taking place in the CS 9.0 Sandbox and will be replicated in 9.2 when that is ready. Work continues on standardizing applications for admissions on the three campuses with a future goal of using ApplyMaine for all. Upcoming tasks and next steps were reviewed. David shared that the Board of Trustees is pushing hard to get as many programs as possible added to make the partnership viable.

LMS RFP (John Brown)

John Brown provided an update on the LMS RFP, which is sponsored by the Education Technology Advisory Committee (ETAC). He reviewed the aggressive timeline indicating that the RFP was published as of Apr 1 with the implementation of the transition plans expected for Fall 2019-Summer 2020. Video Scenarios were requested from the vendors before the actual deadline for full responses on Apr 30. This provides an additional opportunity for evaluation and input before the vendor live demos. The videos can be viewed on etac.maine.edu with feedback collected via survey. Responses were received from Bb - Learn Ultra, Instructure - Canvas, and Desire2Learn - Brightspace.

David encouraged folks to take a look at the site and provide feedback.

Strategic Plan (David Demers)

David shared a brief update on the Strategic Plan. Some adjustments have been made to streamline objectives. Submitted activities are being reviewed, approved and moved from Airtable to Smartsheet to track progress. Smartsheet sends automated requests for updates via email to responsible parties. Progress can be viewed at anytime on the [US:IT Strategic Plan Dashboard](#).

Transition Planning (David Demers)

David provided some additional information on recent changes that have provided a realignment opportunity. He placed emphasis on the fact that the plan is evolving and work continues with the Leadership Team and IT directors. Additional details will be shared when the plan is finalized.

In summary:

- The Project Management Office (PMO) will be expanded to IT Projects and Professional Services. SAs will transition here sometime in the future when other processes are in place.
- Some modest changes will take place in CES to reflect ERP Development and Web & Integration Technologies.
- CABS will transition to Service Delivery & Support and will include Service Management, SMEs and SSAs. SAs will remain until SMEs are in place.
- Operations team will be established to include Budget, IT Purchasing, Asset Mgmt and will include UMA support, with Lauren Dubois as the lead.
- Academic & Research Computing team expected to be added by the new FY. This will include DARTS, ACG and Classroom Technology.

David also placed emphasis on the fact that this is strictly a realignment with no jobs lost.

Kudos - Acknowledgements

David shared a message thanks received from the Maine Sustainability and Water Conference at Augusta Civic Center. Support was provided at the event by Paul Philbrick, Rob Sobczak and Joe Doucette.

Reminder

A Celebration of Life for Gary Lagasse will take place on Fri, May 3 from 3-5 p.m. at UMaine's Buchanan Alumni House.



CIO Forum

US:IT
April 24, 2019



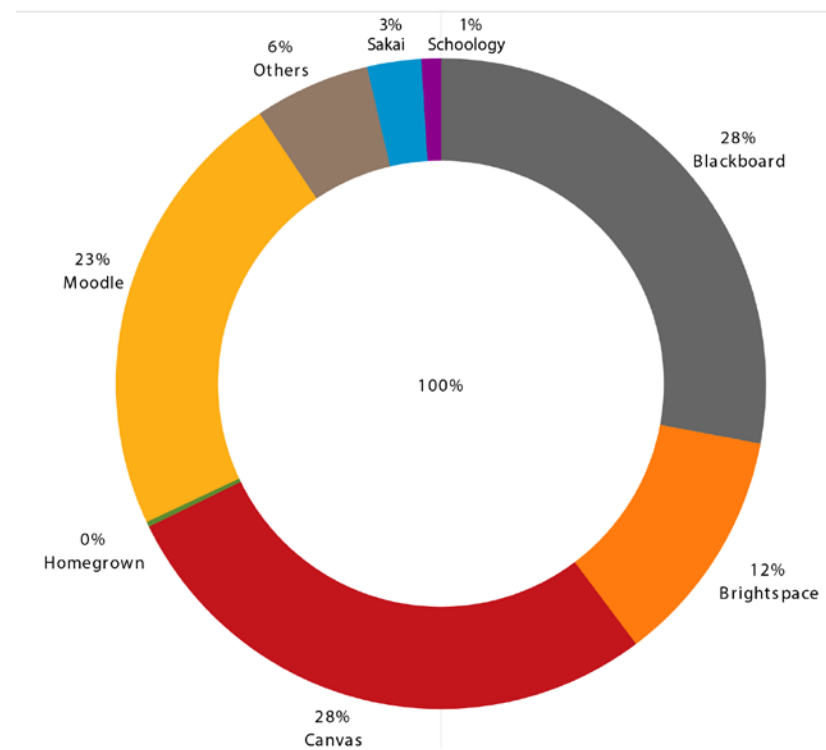
University Services
Information Technology



Poll Results

- In 2018, Instructure Canvas officially surpassed Blackboard as the LMS with the most installations in the US

- Canvas – 28% (1,218)
- Blackboard – 28% (1,216)
- Moodle – 23%
- Brightspace – 12%
- Others – 9%





Agenda

- Project Updates
 - CS 9.2 Upgrade
 - Academic Partnerships
 - LMS RFP
 - Strategic Plan
 - Transition Planning (cont'd)
- Kudos
- Q&A



Project Updates

- **MaineStreet Enhancements**
 - Campus Solutions 9.2 Upgrade
 - Tiffany Maiuri





Academic Partnerships Update



- **Academic Partnerships**

- Independent firm which partners with public universities to facilitate sustainable online growth and promote student success
- Provide up-front investment/capital and marketing to promote online programs on a national scale
- Split tuition revenue (50:50) for approved online programs





Academic Partnerships Update

• Working Project Timeline





Academic Partnerships Update



• Recent Tasks

• Program/Session Codes

- USM – Education Programs (GR)
 - TESOL-GR
 - SPED-GR
 - TLEAD-GR
- UMFK – RN to BSN Nursing Program (UG)
- UMPI – CBE Programs (UG)
 - Accounting
 - Liberal Studies
 - Business Management





Academic Partnerships Update



• Recent Tasks

- Using Academic Shift field to track Sessions (subterms)
 - Subterm1
 - Subterm2
- Currently testing in CS 9.0 Sandbox
- Provide modifications to Applications for Admissions
 - USM – CollegeNet
 - UMFK – ApplyMaine
 - UMPI - YourPace

Term

Subterm1

Subterm2



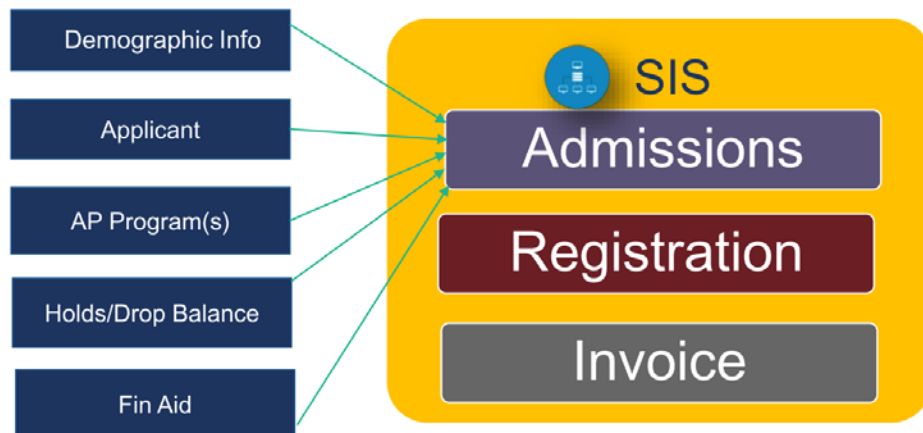
Academic Partnerships Update



Maine's
Public
Universities

• Upcoming Tasks

Data Request – Phase 1 Admission File



Timing: Two weeks prior to **Marketing Launch**

Image does not depict all data needed for Admissions File

© Confidential 2018

9



Required Data Fields

	Data Field	Data Type	Description
Header	university	Numeric	The university IPEDS UNIT id. This is for associating data from our AP partners with data available from IPEDS.
	sisSystem	Text	Name of the SIS system at the university
	sisSystemVersion	Text	Version of the SIS system at the university
	applicationSystem	Text	If applicable, the name of the application system at the university
	applicationSystemVersion	Text	If applicable, the version of the application system at the university
Person	studentid	Text	A unique, static identifier for a student that is used to identify a student and match them to their enrollments. This ID should not change throughout the life of the student and should be tied to subsequent student enrollment data. This may be the same or different from the applicantid.

version 6.1.0

Last revised 07/20/2018

page 8



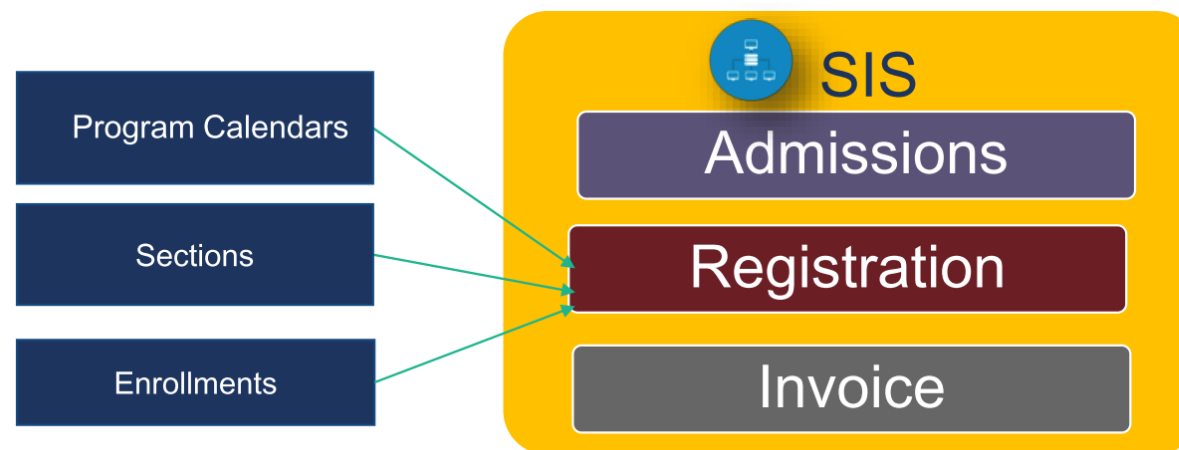
Data Integration Guidelines

legacySystemId	Text	The system ID from previous SIS system if available. This is used when migrating or consolidating SIS systems.
lmsid	Text	A Unique, static identifier for a student in LMS system. This will be used if studentID value is not same on SIS and LMS systems. If values are same, populate SIS student.
firstName	Text	The student's legal first name.
lastName	Text	The student's legal last name.
middleName	Text	The student's legal middle name.
maidenName	Text	Maiden/other last name under which transcripts/other documents might be.
gender	Text	Gender identification of the person.

Academic Partnerships Update

• Upcoming Tasks

Data Request – Phase 2 Registration File



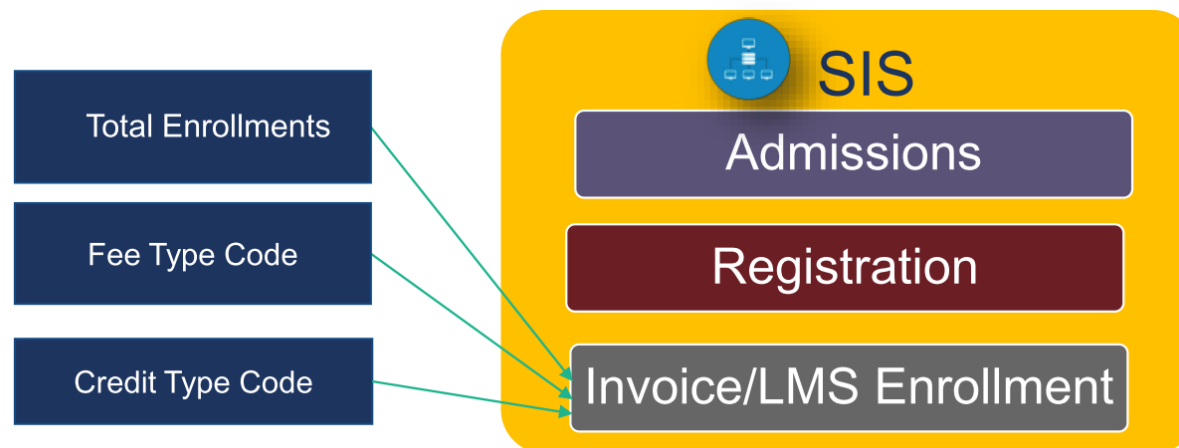
Timing: Two weeks prior to **First Registration** Start Date

Academic Partnerships Update

• Upcoming Tasks



Data Request – Phase 3 Invoice & LMS



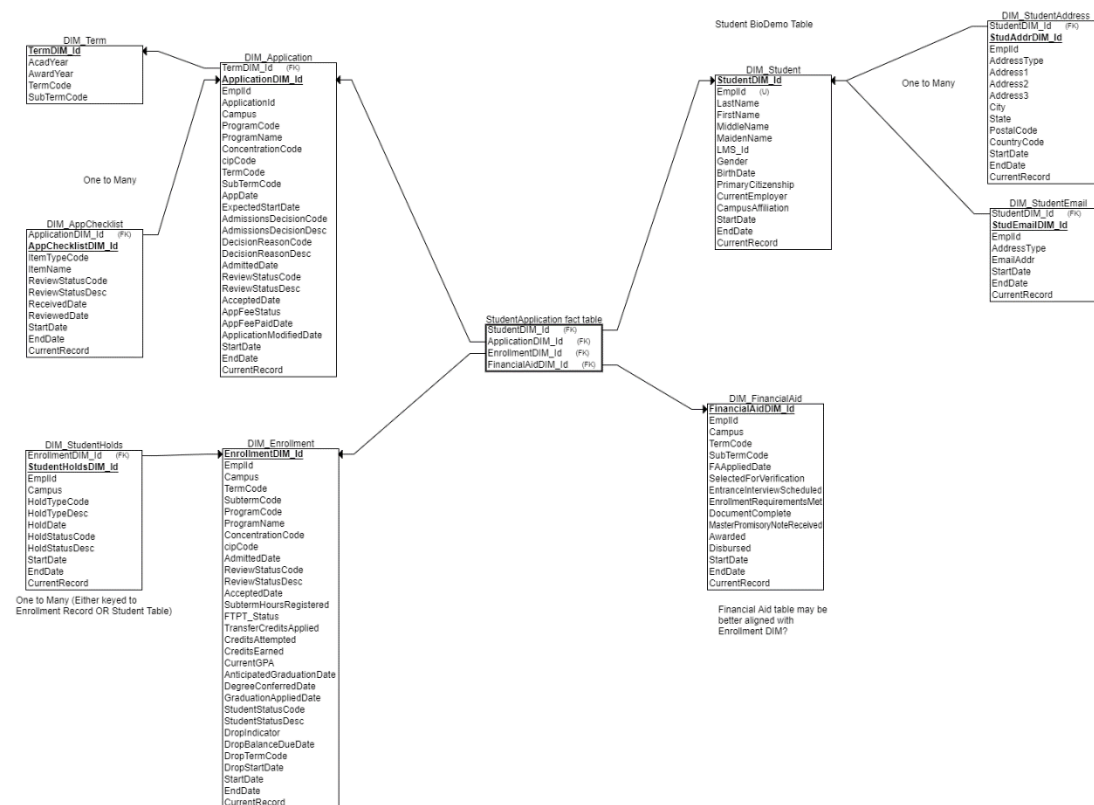
Timing: Two weeks prior to **First Course** Start Date



Academic Partnerships Update

• Next Steps

- Complete Testing of Modified Applications for Admissions
- Finalize testing of Program Coding and Session Coding
- Create initial Data Integration/Extract Files
 - Looking to establish reporting datamart with data provided to AP



Project Updates

- **Learning Management System (LMS) RFP**

- ETAC Sponsoring
- John Brown



US:IT Strategic Plan

- **Mission**

- *US:IT designs and supports technology solutions through a team of knowledgeable, dedicated professionals. Working within a structure of shared governance and data-driven decisions, we support the mission of the University of Maine System and its campuses*

- **Vision**

- *US:IT strives to be a trusted partner by empowering our university communities with reliable and innovative solutions*

- **Service Values- grounded on principles of:**

- High Quality Service
- Effective Communication
- Collaboration
- Empowerment
- Professionalism



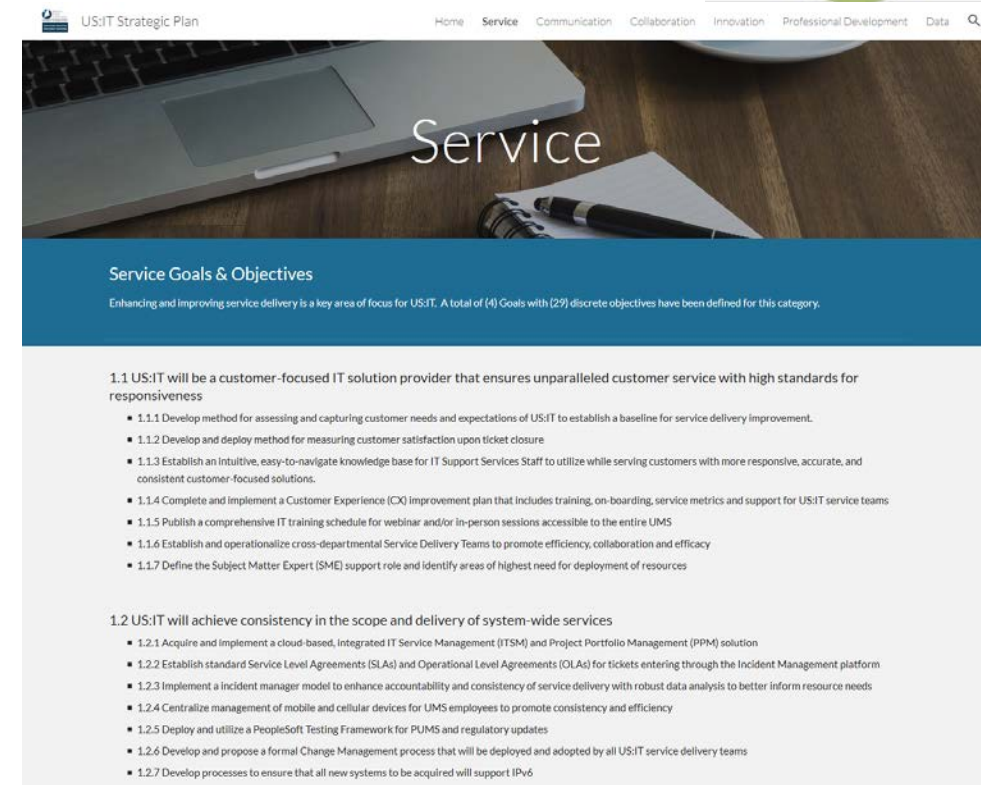
US:IT Strategic Plan

• Updated Strategic Plan

- Streamline objectives
- Allow for multiple teams to participate in objectives
- Allow for adjustment of timelines for deliverables

• Updated Plan is available at:

- sites.google.com/maine.edu/usit-strategic-plan/data



The screenshot shows the 'US:IT Strategic Plan' website. The header includes navigation links: Home, Service, Communication, Collaboration, Innovation, Professional Development, and Data. The main content area features a large image of a laptop and a notebook with the word 'Service' overlaid. Below this, a blue banner reads 'Service Goals & Objectives' with the text 'Enhancing and improving service delivery is a key area of focus for US:IT. A total of (4) Goals with (29) discrete objectives have been defined for this category.' The page lists two main goals: 1.1 US:IT will be a customer-focused IT solution provider that ensures unparalleled customer service with high standards for responsiveness, and 1.2 US:IT will achieve consistency in the scope and delivery of system-wide services. Each goal is followed by a list of specific objectives.

Service Goals & Objectives
Enhancing and improving service delivery is a key area of focus for US:IT. A total of (4) Goals with (29) discrete objectives have been defined for this category.

1.1 US:IT will be a customer-focused IT solution provider that ensures unparalleled customer service with high standards for responsiveness

- 1.1.1 Develop method for assessing and capturing customer needs and expectations of US:IT to establish a baseline for service delivery improvement.
- 1.1.2 Develop and deploy method for measuring customer satisfaction upon ticket closure
- 1.1.3 Establish an intuitive, easy-to-navigate knowledge base for IT Support Services Staff to utilize while serving customers with more responsive, accurate, and consistent customer-focused solutions.
- 1.1.4 Complete and implement a Customer Experience (CX) Improvement plan that includes training, on-boarding, service metrics and support for US:IT service teams
- 1.1.5 Publish a comprehensive IT training schedule for webinar and/or in-person sessions accessible to the entire UMS
- 1.1.6 Establish and operationalize cross-departmental Service Delivery Teams to promote efficiency, collaboration and efficacy
- 1.1.7 Define the Subject Matter Expert (SME) support role and identify areas of highest need for deployment of resources

1.2 US:IT will achieve consistency in the scope and delivery of system-wide services

- 1.2.1 Acquire and implement a cloud-based, integrated IT Service Management (ITSM) and Project Portfolio Management (PPM) solution
- 1.2.2 Establish standard Service Level Agreements (SLAs) and Operational Level Agreements (OLAs) for tickets entering through the Incident Management platform
- 1.2.3 Implement an incident manager model to enhance accountability and consistency of service delivery with robust data analysis to better inform resource needs
- 1.2.4 Centralize management of mobile and cellular devices for UMS employees to promote consistency and efficiency
- 1.2.5 Deploy and utilize a PeopleSoft Testing Framework for PUMS and regulatory updates
- 1.2.6 Develop and propose a formal Change Management process that will be deployed and adopted by all US:IT service delivery teams
- 1.2.7 Develop processes to ensure that all new systems to be acquired will support IPv6



US:IT Strategic Plan

• Tracking Progress

- 'Approved' Activities have been imported into Smartsheet
- Tracking progress



US:IT Strategic Plan 2019										
	Goal	Start Date	Completion Date	Projected Cost	Status	Status Indicator	% Complete	Completion Indicator	Metric	Responsible Party
1	USIT Strategic Plan									
2	Category 1 - Service			\$92,937						
3	* 1.1 US:IT will be a customer-focused IT solution provider that ensures unparalleled customer service with high standards for responsiveness			\$0		●	0%	●		
13	* 1.2 US:IT will achieve consistency in the scope and delivery of system-wide services			\$92,937		●	0%	●		
29	* 1.3 US:IT will foster a culture that promotes reliable technology solutions and robust information security			\$0		●	2%	●		
38	* 1.4 US:IT will foster a culture that promotes robust information security			\$0		●	7%	●		
65	Category 2 - Communication			\$116,000						
63	* 2.1 US:IT will establish an environment that promotes transparency and collaboration			\$116,000		●	0%	●		
70	* 2.2 US:IT will embrace a customer-centric communication focus			\$0		●	0%	●		
76	Category 3 - Collaboration			\$754,680						
74	* 3.1 US:IT will promote active collaboration with stakeholders to optimize alignment of IT activities and prioritize services to support System and Campus strategic initiatives			\$344,000		●	14%	●		
84	* 3.2 US:IT will partner with stakeholders to establish supportable and sustainable technology baseline designed to meet the needs of campus communities			\$0		●	0%	●		
88	* 3.3 US:IT will pursue opportunities to actively contribute to the mission of the University			\$5,500		●	16%	●		
98	* 3.4 US:IT will provide solutions designed to empower stakeholders			\$405,180		●	0%	●		
107	Category 4 - Innovation			\$3,248,039						
108	* 4.1 US:IT will be a leader of innovation within the University of Maine System			\$1,674,276		●	5%	●		
119	* 4.2 US:IT will provide innovative accessible solution designed to meet the needs of the UMS community			\$1,573,763		●	0%	●		
127	Category 5 - Professional Development			\$115,616						
128	* 5.1 US:IT will attract and retain a highly talented and efficient workforce			\$5,616		●	20%	●		
134	* 5.2 US:IT will be an organization that develops and empowers employees			\$110,000		●	0%	●		
140	* 5.3 US:IT will establish an information hub for IT training and documentation			\$0		●	0%	●		
147	Category 6 - Data			\$0						
148	* 6.1 US:IT will engage with the University community to establish a culture of data-informed and responsive decision making			\$0		●	1%	●		

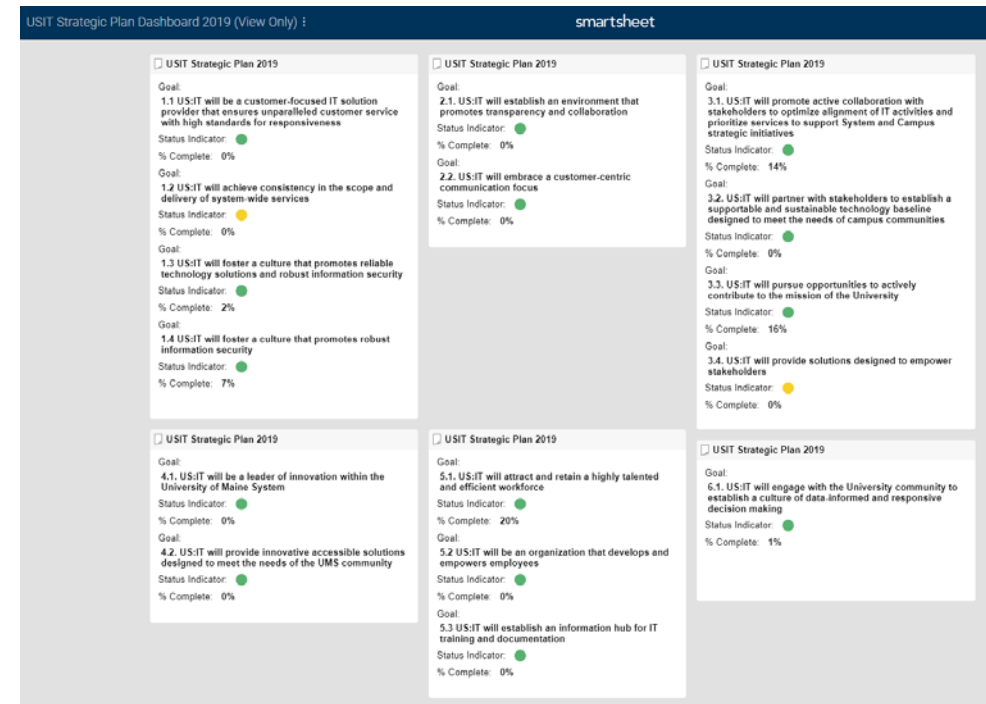


US:IT Strategic Plan



• Tracking Progress

- 'Approved' Activities have been imported into Smartsheet
- Tracking progress
 - Dashboard: tinyurl.com/usit-sp2019
- Collecting updates
- Reporting



Transition Planning

• Realignment Opportunity

- Continue to work with US:IT Leadership Team and Directors on realignment plan
- The plan is evolving...additional details will be shared when finalized



Kudos & Acknowledgements

• Maine Sustainability & Water Conference

- *Held at August Civic Center – Supported by Paul Philbrick, Joe Duchette, Rob Sobczak*
- *“On behalf of everyone at the Mitchell Center and nearly 500 attendees, I’d like to express my sincere thanks for all of your help at last week’s Maine Sustainability & Water Conference... Wherever I went throughout the day, it was abundantly clear that you are a key component of the “glue” that holds the entire conference together. I really appreciate all your hard work, and the many ways you contributed to the success of the conference!”*
- David D. Hart
Director, Senator George J. Mitchell Center for Sustainability Solutions
Professor, School of Biology and Ecology

Thank You

- Reminder
 - Gary Lagasse Celebration of Life Event

A CELEBRATION *of Life*

Gary Edward Lagasse

**Friday, May 3, 2019
3-5 p.m.**

**Buchanan Alumni House
Grand Foyer
160 College Avenue
University of Maine, Orono**



Honor me not by mourning my death, but by celebrating my life.